

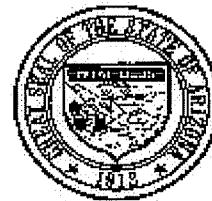
ARIZONA STATE BOARD OF ACCOUNTANCY

100 North 15th Avenue, Suite 165

Phoenix, Arizona 85007

Phone 602-364-0804

Facsimile 602-364-0903



In our desire to serve you better, the Board is asking for a couple minutes of your time to respond to the following questions as to the Board's responsiveness to your needs.

Please tell us which section of the agency you are reviewing:

- | | |
|---|---|
| <input type="checkbox"/> Certification/Registration | <input type="checkbox"/> Compliance/Complaint |
| <input type="checkbox"/> Examination | <input type="checkbox"/> Public access |

After each question, please respond by checking the box that best expresses your opinion of the agency's ability to meet your needs.

TIMELINESS

1. Do you feel the agency staff responded to your matter in a timely manner?

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Excellent | Above
Average | Average | Below
Average | Poor |

COURTESY

2. Do you feel the agency staff handled your matter with professional courtesy?

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Excellent | Above
Average | Average | Below
Average | Poor |

PROFESSIONALISM

3. Do you feel the agency staff displayed the appropriate knowledge, skills and ability to handle your matter to your satisfaction?

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Excellent | Above
Average | Average | Below
Average | Poor |

Please fax or mail your response to us at your earliest convenience. Thank you for assisting us in striving to serve you better.